



**Georgia Department of Revenue**  
**Job Announcement: 66-13**  
**Division Name: Taxpayer**  
**Services**

**Position Information Summary**

Job Code: <b>A1012</b>	Job Name:	<b>Director, Taxpayer Services Division</b>
Position Number: <b>00125544</b>	Expected Hiring Range:	<b>SRE: \$90,000 to 105,000</b>
Division: <b>Taxpayer Services Division</b>	Location:	<b>Taxpayer Services Division -Century Center</b>
Opening Date: <b>5/3/2013</b>	Closing Date:	<b>5/10/2013</b>

**Position Duties:**

The Georgia Department of Revenue's mission is to administer the tax laws of the State of Georgia fairly and efficiently in order to promote public confidence and compliance, while providing excellent customer service. The Director of Taxpayer Services oversees Division operations, the Taxpayer's Call Center and the Customer Service Walk-in at Century Center. This position reports directly to the Deputy Commissioner - Tax and serves as a member of the Executive Team. The Director of Taxpayer Services is responsible for directing, planning and implementing policies, objectives or activities to ensure continued operations and increase customer satisfaction; analyzing business processes to determine areas of potential cost reductions, program improvement, or policy changes; and overseeing complex tax research projects for a diverse range of tax types (Sales tax, Motor Fuel, IFTA, Withholding, Corporate, Individual).

The ideal candidate will have a proven track record as an effective senior leader who has managed a large organization and demonstrated business acumen.

The candidate must have the ability to motivate staff and keep them engaged, maintain organizational objectives in guiding others, foster positive morale among all employees and inspire others to succeed.

This candidate will have experience working with high level executives and business corporations. In addition, this candidate must have excellent communication and interpersonal skills.

Position: Unclassified

#### **Entry Qualifications:**

Completion of a Bachelor's degree in Business Administration, Public or Governmental Administration, Accounting, Auditing, Taxation, or a closely related field from an accredited four-year college or university AND Five years of professional level experience in the management of a taxation program which included supervision of professional and technical staff

**OR**

Four years experience as a Senior Manager managing a taxation program in state or federal government

#### **Qualifications:**

##### Essential Criteria

- Customer Service
- Teamwork and Cooperation
- Accountability
- Results Orientation
- Judgment & Decision Making
- Talent Management
- Transformers of Government
- High level ability to build positive relations with managers, co-workers, and employees to resolve conflicts and problems
- Excellent project management, interpersonal skills and analytical skills
- Effective oral and written communication
- Experience working with high level executives and business corporations
- Proven track record as an effective senior leader who has managed a large organization and demonstrated business

acumen

Preferred Criteria

- Completion of a Master's degree in Business Administration, Public or Governmental Administration, Accounting, Auditing, Taxation, or a closely related field from an accredited four-year college or university
- Two years of experience supervising or managing a tax unit or section in the Georgia Department of Revenue (DOR)
- Two years of experience managing a call center
- Good working knowledge of the Georgia DOR tax systems
- Broad knowledge of the Georgia DOR agency wide tax policies and operations
- Broad knowledge of Corporate, Individual, IFTA & Motor Fuel, Sales and Withholding taxes
- Working knowledge of all applicable laws and statutes governing taxation in the state of Georgia
- Working knowledge of the Governmental Budgetary process

**How to Apply:**

This announcement is open the **Public**

**Applicants must apply at [www.careers.ga.gov](http://www.careers.ga.gov) (requisition 474-A1012aa)**

Applicants will not be accepted after the closing date.

If you need an accommodation (for any part of the employment process) due to disability, please contact Human Resources Office at (404) 417-2140 or (404) 417-2160 (TDD).

All selected applicants for Department of Revenue positions may be subject to a State of Georgia tax records check and a criminal background investigation before final approval to begin work. Additional background processes may be in place for some positions, such as law enforcement. In addition, the highest level of education indicated on the State of Georgia Application for Employment will be verified.